

# **Commonwealth of Virginia**

## **Medicaid and Schools Program**

Random Moment Time Study



**UMass Chan**  
MEDICAL SCHOOL

**October 2021**

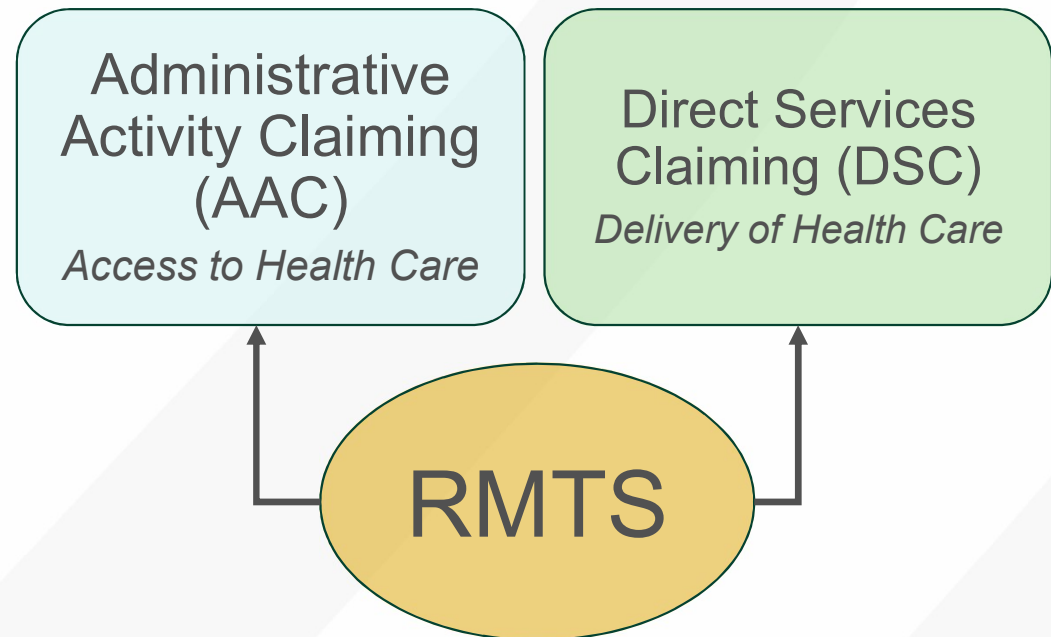
# Random Moment Time Study

## Learning Objectives:

- Understand how the reimbursement process works and why RMTS is so important.
- Understand what the Random Moment Time Study is and how it works.
- Know the timeframes and deadlines.
- Know how to complete the required tasks for managing RMTS for your school division.
- Gain some helpful tips and tools to ensure that your school division is maximizing your Medicaid reimbursement while meeting all program requirements.

# RMTS is a Program Requirement

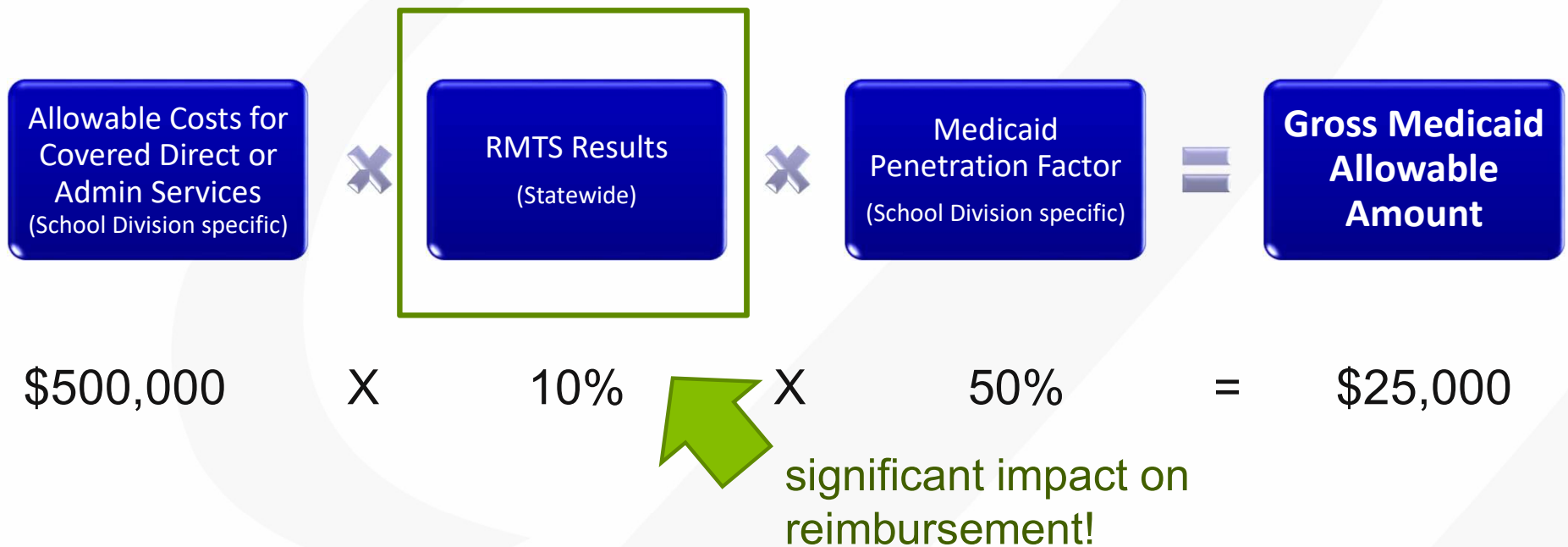
School Divisions may choose to participate in one or both reimbursement streams (Administrative Claiming and Direct Service Claiming), however RMTS participation is required for either one.



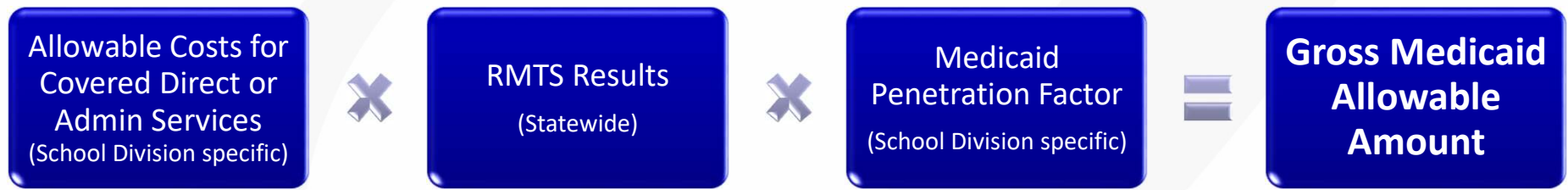
# Cost-Based Reimbursement

- Not “fee for service” reimbursement.
- Cost-based reimbursement is an alternative methodology that instead reimburses each school division based on actual, incurred costs to provide services.

# Cost-Based Reimbursement Overview



# Cost Allocation



\$500,000

X

10%

X

50%

=

\$25,000

## Allocation Factor:

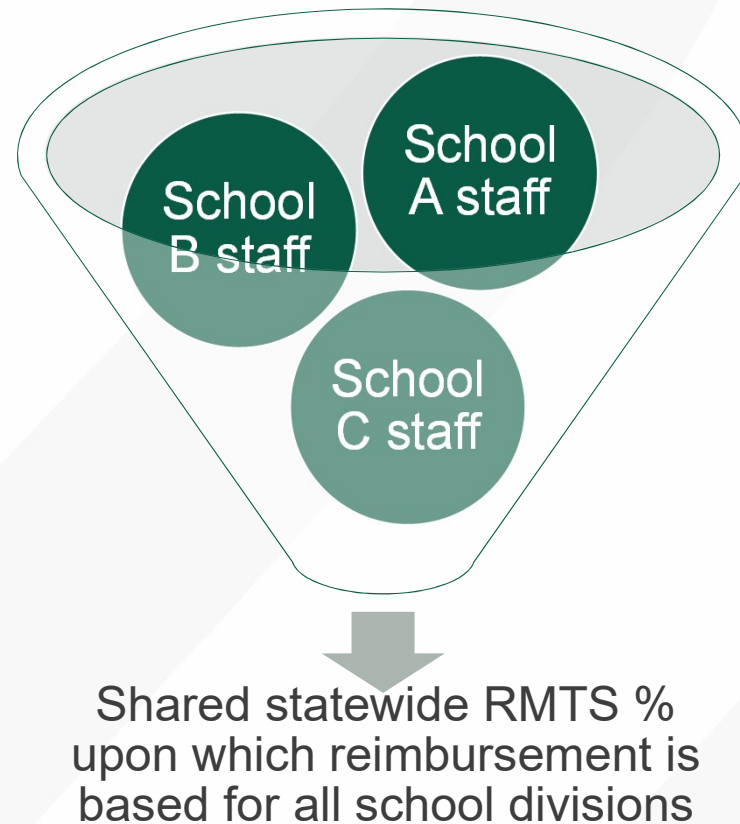
What portion/percent of the cost is attributed to performing Medicaid-reimbursable work activities?

## Allocation Factor:

What portion/percent of the cost is attributed to performing those activities on behalf of or with a Medicaid student?

# We're All in this Together!

RMTS Results are statewide. Therefore, the quality of each participant's responses, and the degree to which each school division is compliant with RMTS requirements impacts reimbursement to every participating school division in the state.



## RMTS Overview – Fill the Candy Jar!

- Using the power of statistically valid random sampling, we don't need staff to document how they spend their workday, all day, every day.
- Instead, by recording what staff are doing during a relatively small number of randomly assigned working moments, we can predict to within a 95% confidence level how their time is spent all day, every day.
- As RMTS coordinators across the state add staff to the RMTS and identify their work schedules, each combination of a staff member and one minute of scheduled working time can be thought of as a piece of candy filling our candy jar of potential working “moments” from which the random sample will be drawn.



**We're going to  
need a bigger jar!**








# RMTS Overview – Sampling from the Candy Jar

The distribution of working time (quantified by the RMTS) is used to allocate costs – i.e. to determine what portion of school staffing costs can be attributed to doing work activities that are eligible for Medicaid reimbursement.

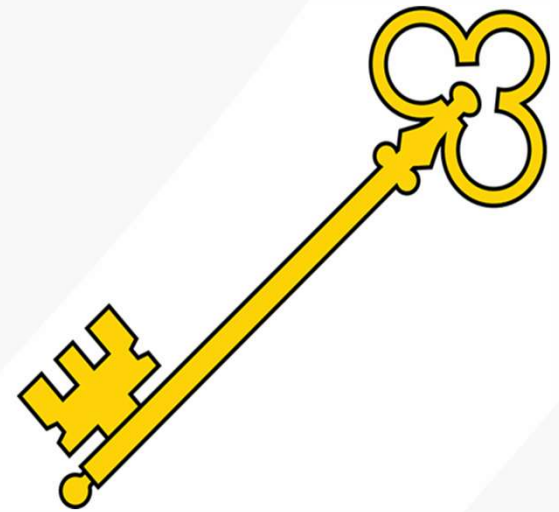


## Category of Work Activity

	Educational activity
	Medicaid Administrative activity
	Direct medical services activity
	General administrative activity
	Not working

# RMTS & Reimbursement

- The RMTS results/percentages are used as an allocation factor in both Administrative Claiming and the Direct Services Cost Report.
- Accurate RMTS percentages are the **KEY** to accurate reimbursement!
- School Divisions influence the accuracy of the RMTS by:
  - Including the “right” staff with accurate work schedules
  - Ensuring that staff are properly trained
  - Ensuring that all assigned moments are answered

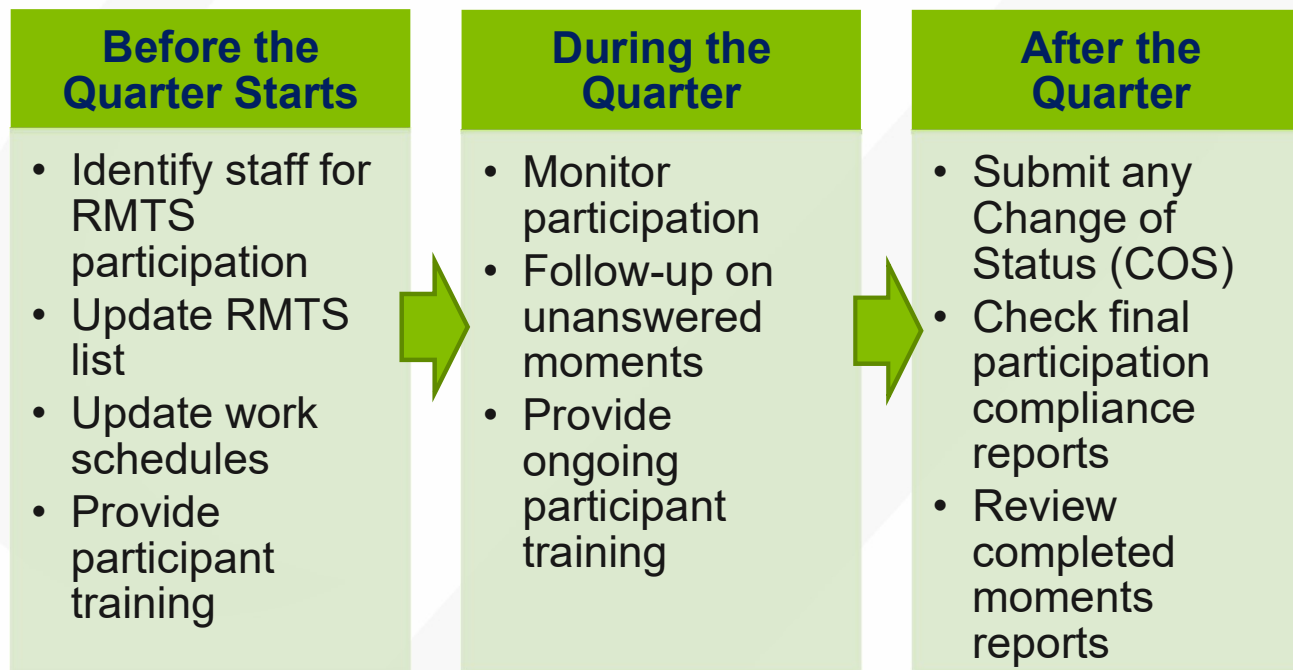


# How Does RMTS Work?

- 1 **School Divisions:** identify staff qualified to participate; quarterly update of staff lists + work schedules
- 2 **UMMS:** Generates random moments across the 3 statewide participant pools; sends email notifications to participants when chosen to document a moment
- 3 **School staff (participants):** complete annual training; respond to all assigned moments
- 4 **UMMS:** assigns “activity codes” to moments; calculates results (percentages) after each quarter is complete

# The RMTS Quarterly Cycle

## School Division RMTS Coordinator Responsibilities:



# Deadlines: Before the Quarter

All participant list updates and work schedule entries (or changes) must be completed in the RMTS system no later than the first Friday of the month preceding the start of each quarter.

**Tip:** Set reminders in your calendar!

Time Study Quarter:	Participant List & Calendar Entry/Edit Deadline:
October 1 – December 31	First Friday of September
January 1 – March 31	First Friday of December
April 1 – End of School Year	First Friday of March

# Who Should Participate?

## Direct Service Pool 2 or 3

1. What services does my School Division claim for in the Direct Services program?
  - a. Who delivers IEP-prescribed direct medical services to students (for which my school division seeks reimbursement)?
  - b. Are they Medicaid qualified practitioners?
    - This includes that supervision is being provided where required
  - c. Will they be submitting documentation for Medicaid billing for the covered services that they provide?
2. Who does Medicaid Billing?

# Potential Participants

<b><u>Job Group (Pool) 2</u></b> <b>Nursing, Psychological, Medical Services</b>	<b><u>Job Group (Pool) 3</u></b> <b>Therapy Services</b>	<b>Key Points:</b> <b>1. Dept. of Health Professions License</b> information required for most job descriptions in either of the Direct Service pools (to ensure only DMAS qualified providers are included)  <b>2. Billing Personnel</b> = Completing paperwork ★ or tasks required to submit claims to Medicaid (If Medicaid Coordinator is doing this work, should be listed as Billing Personnel)  <b>3. Do not include contracted staff</b>
<ul style="list-style-type: none"> <li>• Psychologist</li> <li>• Physician</li> <li>• Social Worker</li> <li>• School Social Worker</li> <li>• RN/LPN/Nurse Practitioner</li> <li>• Personal Care Assistant</li> <li>• Billing Personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Speech Therapist</li> <li>• Occupational Therapist</li> <li>• Occupational Therapist Assistant</li> <li>• Physical Therapist</li> <li>• Physical Therapist Assistant</li> <li>• Audiologist</li> </ul>	

# Potential Administrative Pool Participants

Who is 'reasonably expected' to perform Medicaid reimbursable Administrative activities (but doesn't qualify for a direct service pool)?

**Staff whose work activities improve access to health care:**

- Medicaid outreach & application assistance
- Specialized transportation scheduling/arranging
- Translation services related to **health** care service delivery
- Program planning and policy development related to the delivery of **health** services
- Referral, coordination and monitoring of **health** services

**NOTE:** It's not about staff job descriptions – it's about who does this type of work



# Reimbursable Administrative Activities

## Improve Access to Health Care: Medicaid Outreach

Schools are an important partner with Medicaid in identifying students and families who could benefit from Medicaid assistance and might be eligible to enroll in Medicaid.

Activities include:

- Providing information about the benefits and availability of services provided by the Medicaid and FAMIS programs
- Notifying families of EPSDT programs, such as health screenings, being conducted at school
- Providing information about Medicaid managed care programs and how to access those benefits
- Planning or coordinating training for outreach staff

# Reimbursable Administrative Activities

## Improve Access to Health Care: Facilitating Medicaid Applications

Activities include:

- Assisting students or families with the Medicaid application process
- Assisting students or families with gathering necessary information needed to apply for Medicaid
- Providing forms and materials to assist in the application process
- Referring students or families to a local Medicaid assistance office
- Assisting students or families with renewing their Medicaid coverage

# Reimbursable Administrative Activities

## Improve Access to Health Care: Arranging for Medicaid Covered Transportation

Activities include:

- Scheduling or arranging for transportation to a Medicaid covered service
- Clerical/paperwork activities required in scheduling transportation

NOTE: This does not include the actual provision of the transportation

# Reimbursable Administrative Activities

## Improve Access to Health Care: Translation Related to Medicaid Covered Services

Activities include:

Scheduling or arranging for a translator or sign-language interpreter to assist a student or family member access or understand health-related care or treatment

Providing translation services to assist a student or family member access or understand health-related care or treatment

NOTE: If a translator is assisting a family with a Medicaid application – that is reimbursable, but as an Outreach/Application assistance activity

# Reimbursable Administrative Activities

## Improve Access to Health Care: Program Planning, Policy Development or Interagency Coordination related to health services

(“Big picture” planning and development for all students)

Activities include:

- Collaborating with other agencies around delivery of **health**-related services to students
- Developing strategies to improve the coordination of **health** care delivery among different service providers
- Developing referral relationships and resources among groups of **health** professionals within or external to the school division

# Reimbursable Administrative Activities

## Improve Access to Health Care: Referral, Coordination and Monitoring of health services (for specific students)

Activities include:

- Making referrals for and/or coordinating **health** services
- Arranging for/scheduling **health** related services
- Monitoring and follow-up to ensure that prescribed or referred **health** services were provided
- Coordination of **health**-related care

NOTE: This does not include referrals or scheduling related to state-mandated health services or screenings

# Key things that are NOT Reimbursable

- IEP meetings (attending, scheduling, coordinating, taking minutes or notes, filing related paperwork, etc.)
- Writing, editing an IEP
- Obtaining parental consent
- Chairing an IEP meeting
- Educational, vocational, disciplinary, general student supervision services
- Providing, arranging, coordinating, monitoring IEP academic support services

# RMTS Information: Who? When? How?

In most school divisions, the Medicaid Coordinator completes the RMTS participant updates. But coordinators need support and assistance to do so.

Information Needed	Who will provide the information?	How much time do they need to prepare?	What's the correct data source?	How will information be communicated?
New hires	HR? Payroll?	1 week?	Payroll system?	Reports? Email?
Job Position changes	HR? Payroll?	10 days?	Payroll system?	Reports? Email?
Staff funding source & FTE	Finance?	1 week?	General Ledger?	Reports? Email?
Work Schedules	Building Admin?	2 weeks?	Timekeeping system?	Reports? Email?
Leaves; Retirements; Terminations	HR? Payroll?	1 week?	HR system?	Reports? Email?



# Process for Updating Participant List

**As a Medicaid Coordinator (or other designated RMTS coordinator) your best friends are the instruction guides!**

- Find what you need on the DMAS website page that's dedicated to Medicaid school-based services: <https://www.dmas.virginia.gov/for-providers/maternal-and-child-health/school-based-services/>
- For RMTS, refer to the **“VA Schools RMTS Participant Management Guide”**
  - Step-by-step instructions
  - Screenshots to help you follow along
  - Deadlines
  - Sample reports to check your work

# A Note on NPI information

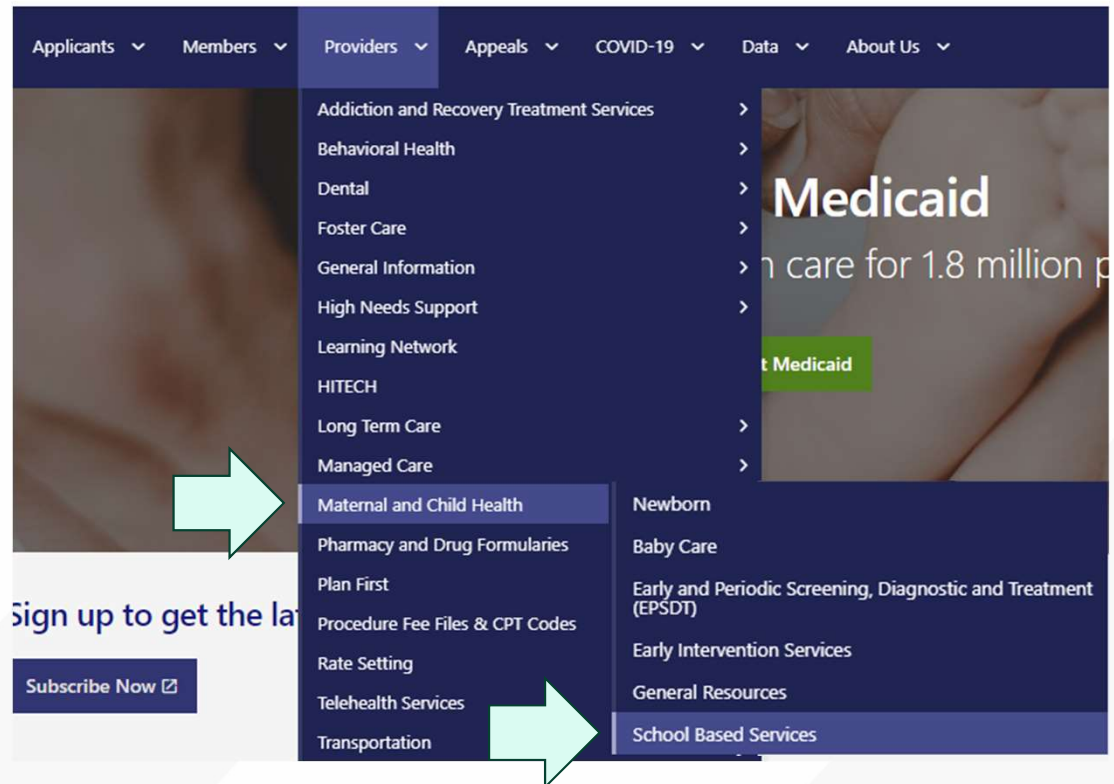
- A few years ago, we added the NPI field to the RMTS participant list in an effort to create a way to assist school divisions in checking that their Medicaid-qualified staff had successfully completed the ORP enrollment process with DMAS.
- Now that we've had the ORP process up and running for quite some time, we're no longer doing the quarterly process of verifying ORP enrollment for school divisions using that NPI number submitted with RMTS participant lists.
- So, it's completely up to each of you whether you wish to continue to provide that information with your participant list or not – but to be clear, it doesn't "do" anything now that the quarterly check is no longer occurring.

# DMAS Website

Medicaid and Schools program information is easy to find on the DMAS website. You don't have to remember the link, simply navigate to:

<https://www.dmas.virginia.gov>

- Providers
  - Maternal and Child Health
  - School Based Services



# Participant Lists

## Demonstration of Managing Participants

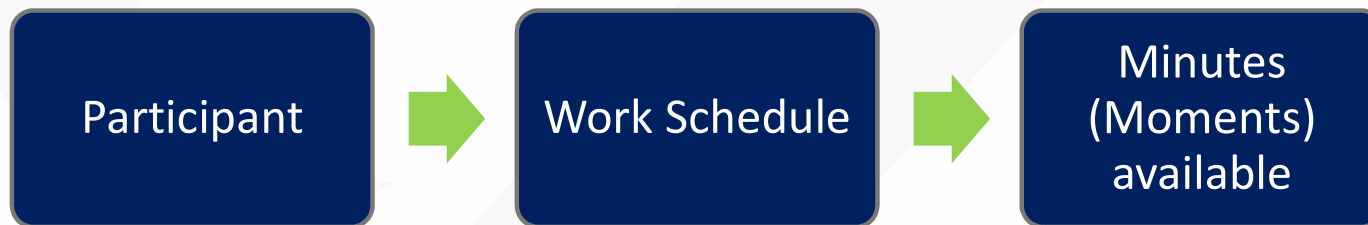
- Add new participants
- Inactivate participants who will no longer be participating or have left employment
- Re-activate a previous participant who is returning
- Edit/Update participant information

NOTE: Demonstration will include completing these updates using the online screens or through a process of exporting a file, updating that file, then uploading updated information.

# RMTS Work Schedules

**PURPOSE:** Participants should be selected for moments at times when they are working – this is important for the statistical validity of the time study

**HOW?** This is accomplished by associating participants with an accurate work schedule



# Work Schedules

Group staff who share common working days and hours into a single 'Work Schedule'

Staff Name	Job Description	Work Location	Hours	Works School Vacation Wks?	School Year or Year-round?
Amy Apple	Nurse	Elem. School	M-F 7:30 - 3:00	No	School Year
Betty Banana	Social Worker	High School	M-F 7:30 - 3:00	No	School Year
Carla Carrot	PT	Middle School	M-F 7:30 - 3:00	No	School Year
Cara Cucumber	OT	Middle & H.S.	Tue/Thu 7:45 - 3:15	No	School Year
Denise Date	PCA	Elem. School	M-F 7:35 - 3:05	No	School Year
Louise Lettuce	Nurse	Middle School	M-F 7:30 - 3:00	No	School Year
Mary Melon	Audiologist	All Schools	Tue/Thu 7:50 - 3:20	No	School Year

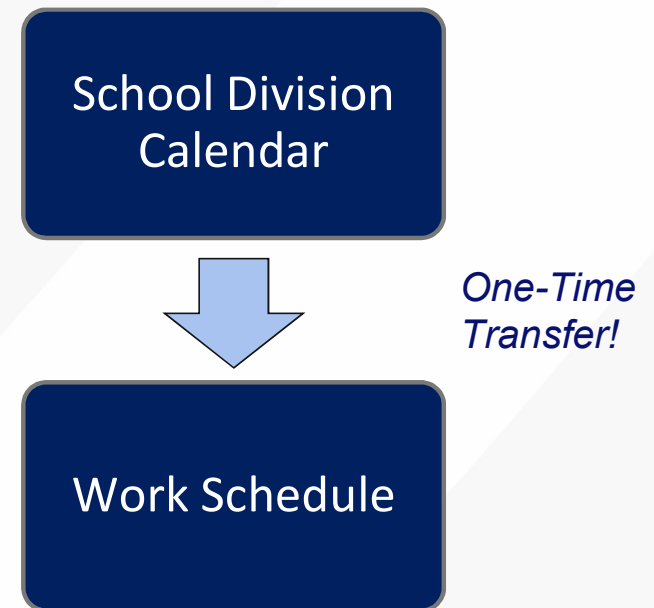
**Look for common schedules**

- Schedule A: M-F 7:30 – 3:00 for Amy, Betty, Carla, Denise & Louise
- Schedule B: Tue/Thu 7:45 – 3:15 for Cara & Mary

# Work Schedules

## Calendar Hierarchy

1. The calendars work in a hierarchical order. School Division-wide holidays and non-working days should be entered into the School Division calendar first.
2. When Work Schedule calendars are generated they will be pre-populated with the School Division holidays and days off.
3. This only works once, at the exact time that the work schedule is initially generated for the year.



# Live Demonstration

For RMTS work schedule instructions, refer to the **“VA Schools RMTS Calendar Guide”**

- Step-by-step instructions
- Screenshots to help you follow along
- Deadlines
- Sample reports to check your work

We'll do a demonstration, following along with the instruction guide



# Work Schedules

## Check your work!

1. Review system-generated reports to ensure the accuracy of Work Schedules
  - Calendar Data Entry Report
  - Calendar Date Entry Summary Report
2. Review system-generated reports to make sure all staff have been associated with the correct schedule

# Before the Quarter...

Last, **but not least**, before every RMTS quarter begins, school divisions should:

1. Communicate with your participants
2. Make sure your participating staff are trained

# Participant Training

## **Lack of training can result in lowered reimbursable time!**

Example email replies to RMTS notification/reminder emails:

- Unsubscribe
- Remove me from your list

Example problematic RMTS responses by Virginia participants:

- I wasn't working with a Medicaid student, so there's nothing for me to document
- I wasn't with a student at all at the time of my moment (I was alone, documenting services) so it's not Medicaid related
- I don't work with Medicaid, remove me from this survey
- I don't provide health services, I work in a school so I only provide educational services
- My student was absent, so this doesn't apply to me
- During that time I was doing ... (and they list 5 things)
- I was logging into the system to answer my moment

# Participant Training

## **School Division resources for participant training:**

- CMS Required RMTS online training video
- Get to the P.O.I.N.T online training video
  - Objective is to focus on 'quality' RMTS responses
  - Use the drop-down responses whenever possible!
  - Encouraging participants to find their responses in the drop downs saves time and improves accuracy
  - If participants decide to write-in a response, be prepared for follow up questions from UMMS, and to provide comprehensive responses
- RMTS Participant "Quick Reference Guide"

# Training Reminder

## **Real-time reports monitor which participants have completed training:**

- Training Documents Viewed Report
- Training Documents Not Viewed Report

## **Group Training Sessions:**

- If conducting a group training session where you play the training video and discuss RMTS, email your attendance list to UMass
- UMass will record training attendance in the system for each listed participant
- Reports will represent that training was accessed

## **Participant Training Reminders:**

- Remember that, as a group, the Medicaid Coordinators decided to 'turn on' the system's ability to remind participants to view the online training.

# Participant Communication

## Your participants need to hear from you!

- Explain why staff participation is important, including fiscal impact to your school and why the staff member is included in the time study
- Explain the school's expectations, including oversight and staff compliance expectations and consequences
- Inform staff who are new to the time study about their required participation in the RMTS
- Inform staff about the required online training module and the need to complete the training prior to answering any random moments, and annually thereafter.

# Participant Communication

## Your participants need to hear from you continued...

- Instruct participants what to do if they return to work after being out for several days and discover that they have missed a random moment
- Discuss whether participants can access school email from their personal cell phone (so they can take advantage of the option to respond from their mobile device)
- Indicate how participants without a dedicated computer at the school will be notified and respond to moments. Consider setting expectations for how frequently staff should check their email

# Participant Communication

## continued...

- Provide staff with appropriate internal resources for troubleshooting any problems or answering questions about the Medicaid program
- Identify the staff in participants' building that they can go to if they have questions or need assistance related to the RMTS
- Describe school policy around CC'ing "supervisors" on RMTS moments
- Address any other topics participants need to understand about how to be fully compliant, including responding to moments timely and accurately



# During the Quarter

## School Division RMTS Coordinator Responsibilities:

1. Monitor staff participation in the time study to ensure that all assigned moments are answered
2. Follow-up on any unanswered moments
  - Do participants need training?
  - Are there issues with participants receiving notifications and reminders?
  - Is an appropriate “supervisor” identified for all participants who could help intervene in the future to avoid future problems?
  - Are there situations where a Change of Status is appropriate?
  - Do RMTS work schedules need to be adjusted?

# Change of Status Requests

## When to submit a Change of Status request?

1. After moments have been generated, during the quarter
2. As soon as you become aware of the change, but no later than 5 business days after the close of the quarter
3. The participant is not able to complete their moment due to:
  - Leave of Absence
  - Termination from employment
  - No longer appropriate to participate in the RMTS due to a job position change or change in their federal funding status
  - Other circumstances when the participant was not at work at the time of their moment and also did not work at any time during the 'grace period'

**NOTE:** If a participant was not at work at the time of their moment, but **does** return before the expiration of the assigned moment, **they are expected to answer the moment.** They will indicate that they were not working at the time of the moment.

# Change of Status Requests

## When not to submit a Change of Status request?

1. At the beginning of the new school year, staffing changes that occurred over the summer (when there was no RMTS conducted)
  - When updating the Q2 (effective October 1<sup>st</sup>) participant list, do not submit a Change of Status request for any staffing changes that occurred between the end of last school year and September 30<sup>th</sup>. Make these changes to Participant data that will be submitted for Q2
2. If the participant was working at the time of their moment, or at any time during the 'grace period'
3. When there is an inclement weather school closing which affects all participants, not just an individual participant
  - In case of extended, unplanned school closings that impact many or all participants, email UMMS at [RMTSHelp@umassmed.edu](mailto:RMTSHelp@umassmed.edu) for assistance

# Change of Status Requests

## How do I submit a Change of Status request for a Leave of Absence where the pay status or return to work date is undetermined?

Submit the Leave of Absence Request with as much information as is available. As soon as the missing information is determined, access the original request and add the information

- Reminder email notifications will be sent periodically until the missing information is submitted
- All unknown information must be 'resolved' no later than five (5) days after the end of the quarter, or the request will not be processed

# After the Quarter

## School Division RMTS Coordinator Responsibilities:

1. If necessary, submit online Change of Status (COS) requests for unforeseen circumstances impacting staff's ability to respond to the time study (such as terminations, leaves of absence)
2. Check final participation compliance reports
  - Did all of your participant pools achieve the required 85%?
  - If not, determine the reason(s) and evaluate whether changes should be made, or staff training is required
3. Review completed moments reports
  - Evaluate moments indicated with a "Not Paid Time" status to determine if adjustments to RMTS work schedules are needed and make schedule adjustments

# Compliance Reminder

1. A statewide compliance rate of 85% participation must be met
2. If 85% is not met a penalty will be applied by adding non-reimbursable time to the RMTS results which would NEGATIVELY impact ALL School Divisions

	Admin Only (Pool 1)	Direct Medical (Pool 2)	Therapy Services (Pool 3)
Q2 2021	92.72%	96.02%	97.44%
Q3 2021	93.05%	96.65%	98.00%
Q4 2021	91.46%	95.86%	97.10%

Why is this pool always significantly less cooperative than other pools?

# Compliance Reminder

1. A statewide compliance rate of 85% participation must be met
2. If 85% is not met a penalty will be applied by adding non-reimbursable time to the RMT results which would NEGATIVELY impact results



	Administrative (Pool 1)	Medical (Pool 2)	Therapy Services (Pool 3)
Q2 2021	91.05%	96.63%	97.44%
Q3 2021	91.05%	96.63%	98.00%
Q4 2021	91.46%	95.86%	97.10%

# Reports

Reports are available to monitor compliance

## RMTS Participant Moment Not Completed Report

	A	B	C	D	E	F	G	H	I	J
1	<b>RMTS Participant Moment Not Completed Report</b>									
2		<b>Run Date:</b> 09/18/2015								
3		<b>Run Time:</b> 04:52 PM ET								
4		<b>State:</b> VA								
5		<b>School Division:</b> ABC Public Schools								
6		<b>Job Position:</b> ALL								
7		<b>School/Group:</b> ALL								
8		<b>Year:</b> 2015								
9		<b>Quarter:</b> 4								
10		<b>Date:</b>								
11										
12	<b>Name</b>	<b>Emp ID</b>	<b>Job Desc</b>	<b>Job Code</b>	<b>School/Group</b>	<b>Moment Date</b>	<b>End of Grace Period</b>	<b>Email</b>	<b>Status</b>	<b>Supervisor Email #1</b>
13	Buttercup, Betty	12345	Case Manager	1	HS	04/01/2015 08:22 AM	04/06/2015 08:22 AM	test@mail.com	Incomplete Expired	supervisor@mail.com
14	Lilac, Linda	15463	OT Aide	3	Therapy 1	04/01/2015 10:44 AM	04/06/2015 10:44 AM	test@mail.com	Incomplete Expired	supervisor@mail.com
15	Tulip, Tracy	15554	Personal Care Assistant	2	Elementary Schools	04/01/2015 02:03 PM	04/06/2015 02:03 PM	test@mail.com	Incomplete Expired	supervisor@mail.com
16	Begonia, Barbara	23456	Personal Care Assistant	2	PCA 1	04/01/2015 02:42 PM	04/06/2015 02:42 PM	test@mail.com	Incomplete Expired	supervisor@mail.com
17	Rose, Rhonda	45678	OT	3	Group 1	04/02/2015 08:20 AM	04/07/2015 08:20 AM	test@mail.com	Incomplete	supervisor@mail.com
18	Hyacinth, Heather	56789	PT	3	Middle School	04/02/2015 08:24 AM	04/07/2015 08:24 AM	test@mail.com	Incomplete	supervisor@mail.com
19	Daisy, Dana	52887	Case Manager	1	Elementary Schools	04/02/2015 09:11 AM	04/07/2015 09:11 AM	test@mail.com	Incomplete	supervisor@mail.com
20	Lavendar, Larry	12365	Case Manager	1	Group A	04/02/2015 10:04 AM	04/07/2015 10:04 AM	test@mail.com	Incomplete	supervisor@mail.com
21	Hollyhock, Hannah	65432	Speech Therapist	3	Middle Schools	04/02/2015 12:33 PM	04/07/2015 12:33 PM	test@mail.com	Incomplete	supervisor@mail.com
22										
23										

Live Reports: Updated  
'real time'

Incomplete moments  
can still be answered  
before the grace period  
ends



# Best Practices & Tips

1. Identify your “support system” and collaborate on communicating information and on deadlines
2. Set calendar reminders for yourself
3. RMTS Admin system is available 24/7/365 – make updates as soon as you know the new information – don’t wait until the deadline
4. Communicate with and train your participants
5. Medicaid Coordinators should probably be listed in the RMTS as ‘Billing Personnel’ in the direct medical services cost pool
6. Customize up to 3 ‘supervisors’ per participant to be cc’d on “late” reminder emails
  - RMTS Coordinator is automatically cc’d on final 72 hour and 96 hour emails
7. Run RMTS reports on day one of the quarter, not before

# Contact Information

UMass Center for Health Care Financing Solutions

333 South Street, Shrewsbury, MA 01545

800-535-6741

[RMTSHelp@umassmed.edu](mailto:RMTSHelp@umassmed.edu)

Emily Hall or Zach Mitchell

508-421-5855

508-856-7640

[Emily.Hall@umassmed.edu](mailto:Emily.Hall@umassmed.edu)

[Zechariah.Mitchell@umassmed.edu](mailto:Zechariah.Mitchell@umassmed.edu)